



STATE OF TENNESSEE  
Department of Human Services

## REQUEST FOR PROPOSALS # 34513-32119 STATE DISBURSEMENT UNIT AMENDMENT #2

**DATE:** December 21, 2018

**RFP # 34513-32119 IS AMENDED AS FOLLOWS:**

1. This RFP Schedule of Events updates and confirms scheduled RFP dates. Any event, time, or date containing revised or new text is highlighted.

EVENT	TIME (central time zone)	DATE
1. RFP Issued		November 16, 2018
2. Disability Accommodation Request Deadline	2:00 p.m.	November 21, 2018
3. Notice of Intent to Respond Deadline	2:00 p.m.	November 26, 2018
4. Written "Questions & Comments" Deadline	2:00 p.m.	November 29, 2018
5. State Response to Written "Questions & Comments"		December 21, 2018
6. Response Deadline	2:00 p.m.	January 17, 2019
7. State Completion of Technical Response Evaluations		January 25, 2019
8. State Opening & Scoring of Cost Proposals	2:00 p.m.	January 28, 2019
9. State Notice of Intent to Award Released <u>and</u> RFP Files Opened for Public Inspection	2:00 p.m.	January 29, 2019
10. End of Open File Period		February 5, 2019
11. State sends contract to Contractor for signature		February 8, 2019
12. Contractor Signature Deadline	2:00 p.m.	February 15, 2019

2. State responses to questions and comments in the table below amend and clarify this RFP.

Any restatement of RFP text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFP document.

	RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
1	N/A	N/A	In order to calculate the required staffing for the call center, would the State please provide: a. Last 12 months of call volumes, by day and by ½ hour increments if available; and b. The average handle time for those calls.	a. The 12-month call volume for the period 11/30/17-11/30/18 is: 120,914. Stats by day and 1/2 hour increments are not available. b. The average handle time for those call is 00:03:36
2	N/A	N/A	Would the State please provide: a. Volume of incoming paper vs. electronic receipts in 2017 and YTD 2018 b. Volume of Web and Phone payments in 2017 and YTD 2018 broken down by: E-checks Credit card payments Debit card payments Types of credit cards accepted Average payment amount	a. 2017 Paper 1,892,396 Electronic 2,789,863 (includes 234,576 web payments; 44,059 Credit card payments; 2,511,228 EFT payments) b. 2018 Paper 1,625,610 Electronic 2,671,738 (includes 233,632 web payments; 46,553 credit card payments; 2,391,553 EFT payments) Credit cards accepted: Visa, MasterCard, Discover Average payment amount: Data not available
3	N/A	N/A	Would the State please provide the number of people by position currently staffing the SDU operation?	The current vendor has approximately 21 people employed. Information regarding position titles is not available.
4	N/A	N/A	Would the State please provide the credit card types currently accepted?	Visa, MasterCard, Discover
5	N/A	N/A	Would the State please provide: a. The payment channels currently offered (IVR, Web, Cash, Agent Assisted) b. The current volume for each payment channel?	a. IVR, Web, Cash, ACH, MoneyGram b. Paper 1,625,610 Electronic 2,671,738 (includes 233,632 web payments; 46,553 Credit card payments; 2,391,553 EFT payments)
6	RFP Attachment 6.6, Section A.48.	7	The Pro Forma Contract states, "The Contractor shall locate its SDU Operations within bordering counties of Davidson County, Tennessee...." Does the State intend to exclude Davidson County as a potential location for the SDU?	Davidson County is <u>not</u> excluded.
7	RFP Section 2.1	4	Would the State consider responding to questions as answers become available versus waiting until all questions are answered before sharing with the potential vendors?	No, the State will provide its response to Questions/Comments received from potential proposers at the same time as set forth in the Schedule of Events in order to ensure that all potential proposers have an equal advantage in submitting a responsive Proposal.
8	N/A	N/A	Could the State provide a copy of the current service contract including all amendments and pricing?	Yes, please see Attachment A and Attachment B to this Amendment.
9	N/A	N/A	Could the State provide information related to the SDU's operational volumes, including: a. Average number of envelopes received for	a. 8,000

	RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
			<p>processing from the post office on a high volume day (e.g., day after a holiday).</p> <p>b. Average number of payment envelopes received for processing from the post office Sunday – Saturday.</p> <p>c. Total number of receipts processed by payment method (mail, phone, web), type (cash, check, credit/debit card, ACH, etc.) and by payor type (individual, employer) by month for the past three years.</p> <p>d. Total dollars of receipts processed by payment method (mail, phone, web), type (paper, credit/debit card, EFT/ACH, etc.) and by payor type (individual, employer) by month for the past three years?</p> <p>e. Quantity (#) of customer payment information inquiries by type (call, mail, etc.) and by payor type (individual, employer) by month for the past three years?</p> <p>f. Average call duration (minutes) each year for the past three years?</p> <p>g. Current number of CPU operations staff at the SDU?</p> <p>h. Please provide the monthly volume of cash payments received and processed at the TN SDU for the last 12 months.</p> <p>i. General: Could the State provide monthly call volumes for the last 12 months broken down by call types listed in A.37?</p> <p>j. Annual Payment Volumes for the past three (3) years, by envelope and payments/transactions.</p>	<p>b. 17,500</p> <p>c. 12/2017 through 11/2018: Paper: 1,756,985 ACH Debit Direct Payor: 95,899 ACH Debit Employer 155,044 EFT: 2,572,363 Credit Cards: 50,214</p> <p>d. 1 year provided Paper: \$250,561,885.57 ACH Debit Direct Payor: \$22,279,686.04 ACH Debit Employer: \$18,580,459.77 EFT: \$323,825,512.34 Credit Cards: \$12,495,457.68</p> <p>e. Information requested is not reported.</p> <p>f. 2016-2017 00:03:33 2017-2018 00:03:26 2018-2019 00:03:40</p> <p>g. Approximately 21</p> <p>h. Approximately 75 cash payments per year</p> <p>i. Customer Service call averages for the last 36 months is 163,000. By call type is currently not recorded.</p> <p>j. Please See response to Question/Comment 9.C</p>
10	N/A	N/A	Could the State provide the current Contractor staffing matrix, including number of FTEs by position title?	The current vendor has approximately 21 people employed. They are not required to provide position titles.
11	RFP Section 2.1	4	<p>Would the State consider extending the proposal submission due date so that the Respondents' have more time between the questions and answers being published and the due date of the proposal, so the Respondents can provide a more precise response?</p> <p>Will the State provide an extension allowing for at least three weeks between the questions and answers being published and the due date?</p>	The RFP Schedule is revised accordingly to allow for additional response time.
12	N/A	N/A	What is the original paper documentation storage retention requirement? Please provide both the physical and digital document storage retention policy for financial instruments, and correspondence.	Currently-60 day retention period for physical documents.
13	RFP Attachment 6.6, Section A.43.	6	Could the State provide Annual Call Volumes for the past three (3) years so that Proposers can assess volume trends for projection purposes? Also, please provide volumes by the categories listed in requirement A.43.	Customer Service call averages for the last 36 months is 163,000  (Please see response to Question/Comment No. 9, above.)
14	N/A	N/A	Please provide a copy of the current staffing matrix and organization structure (including job titles) of the SDU operations, including number of FTEs by position.	The current vendor has approximately 21 people employed. They are not required to provide position titles.

	RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
15	N/A	N/A	What is the earliest time in the morning the Post Office has the mail ready for pick up?  a. How many daily courier pick-ups of mail currently occur from the post office and on which days a week? b. What is the earliest time the mail is available for pick up at the post office?	a. There are 2 mail pickups daily b. 5am
16	N/A	N/A	Could the State provide the current daily courier schedule for pick-up mail from the mailboxes in Nashville?	Monday: 5am & 8:30am Tues-Saturday 5:30am & 8:30am
17	N/A	N/A	How many CSR's are currently used at the TN CPU?	The current vendor has approximately 21 people employed. They are not required to provide position titles.
18	N/A	N/A	Please provide the annual average amount of returned (RDI) payments and the corresponding amount collected for the last three fiscal years.	FY 2016-2017 - Returns-\$528,863 Collected-\$47,070 FY 2017-2018 - Returns-\$527,248 Collected-\$43,034 FY 2018-2019 - Returns-\$426,300 Collected-\$51,684
19	N/A	N/A	Who is responsible for employer errors resulting as misapplied payments?	The employer is held responsible for errors which lead to misapplied payments. The only exceptions considered:  1) the money doesn't make it to the CP 2) the money has been retained by the state.
20	N/A	N/A	Please provide the current interface file Layout Specifications, schedules, and FTP protocols used for all interface files between TCSES and SDU (e.g. validation, correspondence, collection files)?	Please see Attachment C to this Amendment.
21	N/A	N/A	Can TCSES receive multiple collection files per day?	TCSES currently accepts 1 collection file per day. If there are multiple collection files needing to be processed, the files will need to be rolled up into the 1 file per day then dated accordingly.
22	N/A	N/A	Please provide the monthly number of active payment website users for the last 12 months.	This information is not available.
23	N/A	N/A	Please provide the monthly processing counts of payments received by payment source, method and type for the last 12 months.	2,427,470.06 Bankruptcy Court 4,955,613.75 Bond 560,358.13 CP Recoupment 436,256,324.82 Employer 2,105,276.30 FIDM 2,304,887.98 Insurance 43,804,562.76 Intergovernmental 1,348,567.00 Liens 279,989.10 Lottery 12,493,010.10 Military 107,252,146.61 NCP 24,715,136.27 SSA
24	N/A	N/A	Do the counties receive and process over the counter child support payments locally?	The Judicial Districts do accept payments that are then mailed directly to the State Disbursement Unit PO Box.

	RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
25	N/A	N/A	What are the top 5-10 call types / reasons for the calls? Will the State provide current Scripts used by TN CPU?	Payment and disbursement inquiries Update address and phone numbers  Scripts are unavailable
26	N/A	N/A	What percentage of calls are referred to the State's Customer Service Unit, local IV-D Child Support worker or other agencies?	This information is not available.
27	N/A	N/A	Without any changes related to the timeframe above, the notice of intent to award scheduled for 12/26/18, and contract start date set for 3/1/19, the State is allowing only 43 business/work days in the months of January and February to implement the new SDU. If TN is looking for an open and fair procurement, this timeframe needs to be expanded to a minimum of three months from notice of intent to award to accommodate the activities of lease negotiations, facility build out, equipment purchase/delivery/installation, etc. Will the state extend the timeline between notice of intent to award and implementation date to a minimum of three months?	Please see Section 3 of this Amendment. The Schedule of Events has been revised, increasing time between the Notice of Award and Effective Date of Contract.
28	N/A	N/A	What Online Services are currently offered?	The vendor provides an online payment website available to noncustodial parents and employers.  There is also a State provided payment summary where both custodial and noncustodial parents can view payment summaries and custodial parents can view monthly remittance advices and monthly statements.
29	N/A	N/A	Can Parent's and Employer's currently:  1. Update their address in real time on the web portal? 2. View and print case and payment details? 3. Enroll, change or delete their Direct Deposit bank account? 4. Enroll or delete their Debit Card account? 5. Enroll in Text and Email Alerts for payments due and disbursements? 6. Is there a separate web portal for employers and Ncp's to make on-line payments?	1. No. There is not a web portal available at this time to update demographics. 2. The State currently has a payment summary website available for both custodial and noncustodial parents. 3. No. Contact has to be made to change/update or delete direct deposit to a bank account. 4. The State holds a contract with a debit card vendor that provides this service. 5. Not currently. 6. The vendor provides an online payment website available to noncustodial parents and employers
30	N/A	N/A	What percentage of parents utilizes the TN CSES web portal?	This information is not available.
31	N/A	N/A	Will the vendor be responsible for scanning and updating Address Change, Direct Deposit & PIN forms mailed, emailed or faxed to TN CPU?	Vendor will be responsible for scanning and updating Address Change and PIN forms received by TN CPU. Direct Deposit information should be scanned and forwarded to Child Support Fiscal for updating.
32	N/A	N/A	How many CHAT interactions are received monthly / annually?	June 2017 through Feb 2018: 78 average per month/939 annual
33	N/A	N/A	General: What are the hours of operation for CPU?	At a minimum, the Contractor shall be open during each State business day between the hours of 7:00 a.m. to

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			<ul style="list-style-type: none"> <li>7:00 am – 6:00 pm Monday through Thursday then 7:00 am – 5:30 pm Friday CST? As specified in Attachment 6.6, A.53; Or</li> <li>7:00 am – 4:30 pm, Monday through Friday as specified in in Attachment 6.6, A.8 and Attachment C</li> </ul>	4:30 p.m. Central Time.
34	RFP Section 2.1	4	RFP Section 2. Schedule of Events and RFP Attachment 6.3: The Schedule of Events notes that the Contractor Signature Deadline is January 15, 2019. Attachment 6.3 notes the date range for Transaction Fee for Contract Year 1 as June 1, 2019-February 29, 2020. Please confirm if the transition period is expected to occur within a period of 1.5 months (January 15, 2019-May 31, 2019)?	Please note that the Schedule of Events has been revised.
35	RFP Attachment 6.2, Section B.15	19	RFP Attachment 6.2, Section B.15: Is the Respondent evaluated on its level of estimated participation by business enterprises owned by minorities, women, service-disabled veterans, persons with disabilities and small business enterprises for the contract awarded pursuant to this RFP? If so, please provide evaluation specifications.	<p>As noted under Statement of Procurement Purpose, Section 1.3 Nondiscrimination, Respondents that demonstrate a commitment to diversity will advance the State efforts to expand opportunity to do business with the State as contractors and subcontractors. Response evaluations will recognize the positive qualifications and experience of a Respondent that does business with enterprises owned by minorities, women, service-disabled veterans, persons with disabilities and small business enterprises and who offer a diverse workforce.</p> <p>This section is noted under General Qualifications &amp; Experience Items, B.15. Please see section 5.2 - Evaluation Process</p>
36	RFP Attachments 6.2, 6.3 and 6.4	16-26	Could the State provide these attachments in Microsoft Word format?	Yes, copies of the RFP in Microsoft Word have been posted.
37	RFP Attachment 6.6, Section A.17	3	<p>RFP Attachment 6.6, Section A.17:</p> <p>A. Will the incoming Contractor be required to ingest, store and make accessible any of the images processed from the prior contract? If so, please provide the approximate size of the data to be converted from the current Contractor's system</p> <p>B. What is the average monthly aggregate increase in size of the images stored under the current contract?</p> <p>C. What is the image storage retention requirement?</p>	Yes. The exiting vendor will provide Free on Board destination, all records, documentation, reports, data, hard copy and electronic files which were required to be produced under the terms of the Contract to the State and/or the State's designee promptly after receipt of the written request.
38	RFP Attachment 6.6, Section A.26	4	<p>c. RFP Attachment 6.6, Section A.26:</p> <p>Please advise as to whether a bonded courier is required for post office mail pick up.</p>	There is not a requirement for a bonded courier.
39	RFP Attachment 6.6. Section A.33	5	<p>d. RFP Attachment 6.6., Section A.33: Please note that SSAE 16 was replaced by SSAE 18 effective for report dates on or after May 1, 2017. Please confirm whether the State would like which of the following reports:</p> <p>A. (1) Service Organizational Control (SOC)-1, Type I</p>	<p>SSAE 18</p> <p>A - (1) Service Organizational Control (SOC)-1, Type I</p> <p>Please see Section 3 of this Amendment.</p>

	RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
			B. (2) SOC-1, Type II C. (3) SOC-2, Type I; or (4) SOC-2, Type II	
40	RFP Attachment 6.6, Section A.36	5	RFP Attachment 6.6, Section A.36: This section notes that the VRS is provided by the State.  A. Please confirm that the State is responsible for all telecom costs associated with the VRS?  B. Could the State provide the number of calls transferred from the VRS by month for the past twelve months?	A – Yes. The State covers the telecom costs and support for the VRS.  B – No. Due to retention policies, this information is not stored on the server longer than 60 days. The total number of calls from 10/6/2018 to 12/6/2018 is 24,537
41	RFP Attachment 6.6, Section A.40	6	Will the State share the volume and types of complaints reported in the last 1-3 years?	Yes. The existing vendor will provide Free on Board destination, all records, documentation, reports, data, hard copy and electronic files which were required to be produced under the terms of the Contract to the State and/or the State's designee promptly after receipt of the written request.
42	RFP Attachment 6.6, Section A.43	6	Could the State provide copies of the current Contractor's management reports for the past twelve months?	No
43	RFP Attachment 6.6, Section A.45	7	Could the State provide the number of minutes of interpreter services by language type utilized within the past twelve months?	The translation service is provided but the vendor is not required to track.
44	RFP Attachment 6.6, Section A.48	7	Is the current CPU located in the same location as the SDU Operation?	Yes, these locations are the same.
45	RFP Attachment 6.6, Section A.50	8	A. Please provide the number of instances and total amount assessed from the current Contractor for overpayments or misdirected payments that were caused by the current Contractor for the past three years.  i. Additionally, please identify the amount that was recovered against the total loss.  B. What will be the recoupment methods and procedures employed by the State associated with overpayments or misdirected payments to a CP as a result of the Contractor error.  i. Specifically, will the State pursue recoupment from future payments to the CP who received the overpayment or misdirected payment? ii. Will the State create and issue collection request letters?  C. Will the State allow the Contractor to have collection procedures for recouping losses related to overpayments or misdirected payments? If yes: i. Will the State allow the Contractor to create and issue collection request letters associated with the overpayment or	A. In 2016, there were 192 instances for misdirected payments totaling \$57,512.85. In 2017, there were 214 instances for misdirected payments totaling \$63,842.14. From January 1 to November 30, 2018, there were 129 instances for misdirected payments totaling \$46,517.15. No amount was assessed from the current Contractor for these instances.  i. The State is not required to recoup funds misapplied by the Contractor. In past years, these are the amounts which the State has recouped: In 2016, \$8,091.06 was recovered. In 2017, \$11,571.50 was recovered. Through November 30, 2018, \$15,138.04 has been recovered.  B. At its discretion, the State will enforce recoupment methods. i. The State is not required to recoup funds misapplied by the Contractor. Any funds recouped by the state would be used to offset previously Contractor-funded overpayments or misdirected payments with any collections/recoveries received. ii. The State is not required to recoup funds

	RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
			<p>misdirected payment?</p> <p>ii. Will the State allow the Contractor to recoup from future payments to the CP who received the overpayment or misdirected payment?</p> <p>iii. Will the State allow other collections activities by the Contractor?</p> <p>D. Will the State offset previously Contractor-funded overpayments or misdirected payments with any collections/recoveries it receives?</p>	<p>misapplied by the Contractor.</p> <p>C. No</p> <p>D. No.</p>
46	RFP Attachment 6.6, Section B	11	<p>RFP Attachment 6.6, Section B:</p> <p>A. Are there any optional extension periods beyond the initial five-year contract term noted in this section?</p> <p>B. Please confirm if the initial contracted term will include sixty (60) months of full service operations, or if the first year of operation be prorated by the transition/implementation period?</p> <p>If it will be prorated, please clarify the start date and duration of the transition/implementation period?</p>	<p>A. There are no optional extension periods beyond the sixty (60)-month Term of the Contract.</p> <p>B. No</p>
47	RFP Attachment 6.6, Section C.5	12	RFP Attachment 6.6, Section C.5: Could the State provide copies of the past twelve months of service invoices from the current Contractor to the State, including supporting documentation, if applicable?	No
48	RFP Attachment 6.6, Section E.15	31	RFP Attachment 6.6, Section E.15: Could the State provide the number of incidences by type ("Event") and amount of Liquidated Damages assessed against the current Contractor during the contract to date?	None. Incidents have always been resolved with Corrective Action Plans
49	RFP Attachment 6.6, Section A.31.	5	Will the State allow the Contractor to charge a fee to the obligor for seeking replacement funds?	The current vendor does charge a processing fee for returned checks only.
50	RFP Attachment 6.6, Section A.48.	7	Will the State allow the TN CPU be located in Michigan? Or another State of our choice, within the continental United States?	Yes. The Customer Payment Unit operations can be located in Michigan or within the continental United States.
51	RFP Attachment 6.6, Section A.52.b	10	RFP Attachment 6.6, Section A.52.b.: Could the State clarify which "clients" to whom they will be offering "telephonic interpreting service for Limited English Proficiency Clients". Would these include any of the callers the Contractor is assisting through its CPU?	Clients will be custodial and noncustodial parents. Employers with payment questions, Non-IV-D clients, Intergovernmental and Tribal Child Support agencies
52	RFP Attachment 6.6, Section A.52.f	10	RFP Attachment 6.6, Section A.52.f.: Could the State provide the address for the PO Box located in Nashville, Tennessee?	PO Box 305200 Nashville, TN 37229
53	N/A	N/A	The SSAE 16 was replaced by the SSAE 18. May the Contractor provide an SSAE 18 report to meet the annual review and report requirement?	<p>Please see response to Question/ Comment No. 39, above.</p> <p>Please see Section 3 of this Amendment.</p>
54	N/A	N/A	Will the State post a list of respondents to the Request for Proposal?	The State does not provide a list of respondents. The Solicitation is public record following the award.



	RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
55	RFP Section 2.1	4	Please confirm the State Opening of Cost Proposals will be public, at 2:00 p.m. on December 21, 2018, at the Central Procurement Office, Tennessee Tower, 3rd Floor, 312 Rosa L. Parks Avenue, Nashville, TN 37243.	The State can confirm the date of the State Opening of Cost Proposals will be December 21st, 2018 at 2:00 PM.
56	RFP Section 2.1	4	The response deadline provides 31 calendar days including Thanksgiving and 20 working days to submit proposals which is followed immediately by Christmas and New Year's Holidays. Will the State extend the proposal deadline to 1/14/19?	Please note revisions to the Schedule of Events, Section 1 of this Amendment (which should allow for additional response time)
57	RFP Section 2.1	4	The State commits to answering questions only 7 days before the proposal submission deadline. In light of the deadline extension request, will the State answer this question by 11/23/19 so bidders can have time to make a decision to bid based on the answer?	See response to Question/Comment No. 56, above.
58	N/A	N/A	No transaction volumes were given in the RFP for electronic or paper payment receipts, or customer service calls. Will the state please provide these volumes asap so potential bidders can accurately determine staffing and equipment needs?	Customer Service call averages for the last 36 months is 163,000.  The average receipt rate for the last 12 months is 4,698,000.  The evaluation factor in the RFP is 5 Million receipts per year.
59	RFP Section 2.1	4	The contract start date of 1/15/19 only allows 44 calendar days to implement the project. In light of the facility build-out and equipment sourcing and installation timeframe requirements, will the state extend the "go live" to a date at least 60 days from the contract start date?	Please see response to Question/Comment No. 56, above.

3. **Delete RFP Attachment 6.3 in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):**

**RFP ATTACHMENT 6.3.**

**COST PROPOSAL & SCORING GUIDE**

**NOTICE: THIS COST PROPOSAL MUST BE COMPLETED EXACTLY AS REQUIRED**

**COST PROPOSAL SCHEDULE—** The Cost Proposal, detailed below, shall indicate the proposed price for goods or services defined in the Scope of Services of the RFP Attachment 6.6., *Pro Forma* Contract and for the entire contract period. The Cost Proposal shall remain valid for at least one hundred twenty (120) days subsequent to the date of the Cost Proposal opening and thereafter in accordance with any contract resulting from this RFP. All monetary amounts shall be in U.S. currency and limited to two (2) places to the right of the decimal point.

**NOTICE:** The Evaluation Factor associated with each cost item is for evaluation purposes only. The evaluation factors do NOT and should NOT be construed as any type of volume guarantee or minimum purchase quantity. The evaluation factors shall NOT create rights, interests, or claims of entitlement in the Respondent.

Notwithstanding the cost items herein, pursuant to the second paragraph of the *Pro Forma* Contract section C.1. (refer to RFP Attachment 6.6.), "The State is under no obligation to request work from the Contractor in any specific dollar amounts or to request any work at all from the Contractor during any period of this Contract."

This Cost Proposal must be signed, in the space below, by an individual empowered to bind the Respondent to the provisions of this RFP and any contract awarded pursuant to it. If said individual is not the *President* or *Chief Executive Officer*, this document must attach evidence showing the individual's authority to legally bind the Respondent.

<b>RESPONDENT SIGNATURE:</b>			
<b>PRINTED NAME &amp; TITLE:</b>			
<b>DATE:</b>			
<b>RESPONDENT LEGAL ENTITY NAME:</b>			
Cost Item Description	Proposed Cost	State Use Only	
		Evaluation Factor	Evaluation Cost (cost x factor)
SDU Transaction Fee Contract Year 1 (September 1, 2019 – August 31, 2020)	\$NUMBER per receipt processed	5 million	
SDU Transaction Fee Contract Year 2 (September 1, 2020 – August 31, 2021)	\$NUMBER per receipt processed	5 million	
SDU Transaction Fee Contract Year 3 (September 1, 2021 – August 31, 2022)	\$NUMBER per receipt processed	5 million	
SDU Transaction Fee Contract Year 4 (September 1, 2022 – August 31, 2023)	\$NUMBER per receipt processed	5 million	
SDU Transaction Fee Contract Year 5 (September 1, 2023 – August 31, 2024)	\$NUMBER per receipt processed	5 million	

<b>RESPONDENT LEGAL ENTITY NAME:</b>			
Cost Item Description	Proposed Cost	State Use Only	
		Evaluation Factor	Evaluation Cost (cost x factor)
Annual Customer Payment Information Operation Contract Year 1 (September 1, 2019 – August 31, 2020)	\$NUMBER per Contract Year	1	
Annual Customer Payment Information Operation Contract Year 2 (September 1, 2020 – August 31, 2021)	\$NUMBER per Contract Year	1	
Annual Customer Payment Information Operation Contract Year 3 (September 1, 2021 – August 31, 2022)	\$NUMBER per Contract Year	1	
Annual Customer Payment Information Operation Contract Year 4 (September 1, 2022 – August 31, 2023)	\$NUMBER per Contract Year	1	
Annual Customer Payment Information Operation Contract Year 5 (September 1, 2023 – August 31, 2024)	\$NUMBER per Contract Year	1	
<b>EVALUATION COST AMOUNT</b> (sum of evaluation costs above): The Solicitation Coordinator will use this sum and the formula below to calculate the Cost Proposal Score. Numbers rounded to two (2) places to the right of the decimal point will be standard for calculations.			
<b>lowest evaluation cost amount from <u>all</u> proposals</b> <hr/> <b>evaluation cost amount being evaluated</b>			
<div style="text-align: right;"> <b>x 30</b>  <b>(maximum section score)</b> </div>			
<div style="text-align: right;"> <b>=</b>  <b>SCORE:</b> </div>			
<i>State Use – Solicitation Coordinator Signature, Printed Name &amp; Date:</i>			

4. Add the following as Section A.9 of RFP Attachment 6.6 and renumber any subsequent sections as necessary:

A.9. The Contractor will provide staffing totals for both the SDU and CPU. Totals shall include number of full-time positions, part-time positions, position titles and position responsibilities.

5. Delete Section A.28 of RFP Attachment 6.6 in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):

A.29. The Contractor shall provide the capability for employers and non-custodial parents to make secure web-based child support payments. The Contractor shall provide a web-based solution that is capable of responding to inquiries concerning payments processed by the SDU, using multiple engagement methods, including site content and live chat and shall be subject to the approval of the State.

- a. The Contractor shall provide all necessary hardware and software to support web based child support payments.
- b. The web based payment solution shall accommodate both transactions utilizing Automated Clearinghouse (ACH) standards and credit and/or debit card payments.
- c. The web based payment solution shall offer the option for *one* time and reoccurring automatic withdrawals from payor bank accounts.
- d. The Contractor shall ensure the website used for web-based child support payments utilizes a security standard including appropriate encryption methods, user ID and personal identification number (PIN) processes and other security measures deemed necessary and approved by the State.
- e. The Contractor shall ensure that any merchant vendor e-costs associated with a web based payment shall not be borne by the State.
- f. The Contractor shall make available by reporting on a monthly schedule, the total number of payments presented for processing (paper check, EFT, Credit and Debit Card and phone).
- g. The Contractor shall report the average payment amount for all payments present for processing on a monthly schedule.
- h. The Contractor shall on a monthly schedule report the total number of website users with completed registration with open accounts.

6. **Delete Section A.33 of RFP Attachment 6.6 in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):**

A.34. The Contractor shall have an annual Statement on Standards for Attestation Engagements (SSAE) Number 18 review performed by an independent public accounting firm at the Contractor's expense, and provide a copy of the report and opinion letter resulting from such review to the State.

7. **Delete Section A.45 of RFP Attachment 6.6 in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):**

A.46. The Contractor shall provide **and track by monthly reporting**, appropriate language assistance to ensure equal program participation. Callers shall be advised by the Contractor of the availability of interpreter services, at no cost.

8. **Delete Section A.46 of RFP Attachment 6.6 in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):**

A.47. The Contractor shall provide **and track by monthly reporting**, appropriate assistance for the hearing impaired.

9. Delete Section B of RFP Attachment 6.6 in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):

**B. TERM OF CONTRACT:**

This Contract shall be effective on September 1, 2019 ("Effective Date"), and ending August 31, 2024 ("Term"). The State shall have no obligation for goods or services provided by the Contractor prior to the Effective Date.

10. Delete Section C.3. of RFP Attachment 6.6 in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):

C.3. Payment Methodology. The Contractor shall be compensated based on the payment methodology for goods or services authorized by the State in a total amount as set forth in Section C.1.

a. The Contractor's compensation shall be contingent upon the satisfactory provision of goods or services as set forth in Section A.

b. The Contractor shall be compensated based upon the following payment methodology.

Goods or Services Description	Amount (per compensable increment)
SDU Transaction Fee Contract Year 1 (September 1, 2019 – August 31, 2020)	\$NUMBER per receipt processed
SDU Transaction Fee Contract Year 2 (September 1, 2020 – August 31, 2021)	\$NUMBER per receipt processed
SDU Transaction Fee Contract Year 3 (September 1, 2021 – August 31, 2022)	\$NUMBER per receipt processed
SDU Transaction Fee Contract Year 4 (September 1, 2022 – August 31, 2023)	\$NUMBER per receipt processed
SDU Transaction Fee Contract Year 5 (September 1, 2023 – August 31, 2024)	\$NUMBER per receipt processed
Annual Customer Payment Information Operation Contract Year 1 (September 1, 2019 – August 31, 2020)	\$NUMBER per Contract Year
Annual Customer Payment Information Operation Contract Year 2 (September 1, 2020 – August 31, 2021)	\$NUMBER per Contract Year
Annual Customer Payment Information Operation Contract Year 3 (September 1, 2021 – August 31, 2022)	\$NUMBER per Contract Year
Annual Customer Payment Information Operation Contract Year 4 (September 1, 2022 – August 31, 2023)	\$NUMBER per Contract Year
Annual Customer Payment Information Operation Contract Year 5 (September 1, 2023 – August 31, 2024)	\$NUMBER per Contract Year

c. The Contractor shall be compensated by payment of a Transaction Fee for each receipt created and processed within the State Disbursement Unit as set forth above. Such Transaction Fees will be paid monthly in an amount equal to the number of receipts processed within a given month times the Transaction Fee rate. Specified above for the month in which the transactions are processed.

- d. The Contractor shall be compensated for Customer Service Unit Operation on a monthly basis with each payment to equal to one-twelfth (1/12) of the Payment Rate for the Contract Year.

11. **RFP Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.